

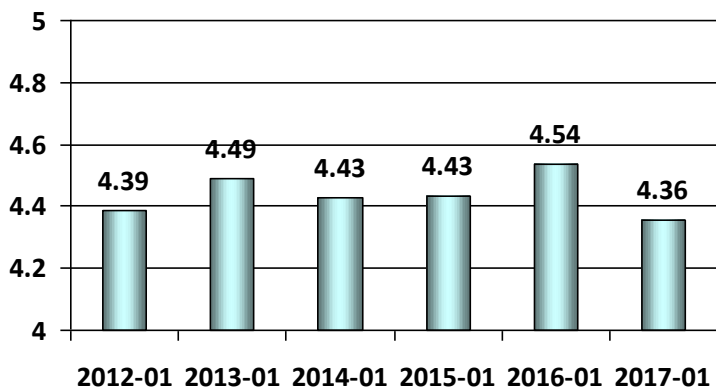


National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

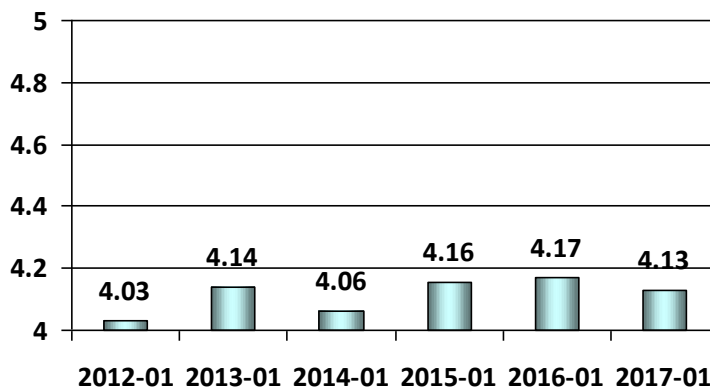


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

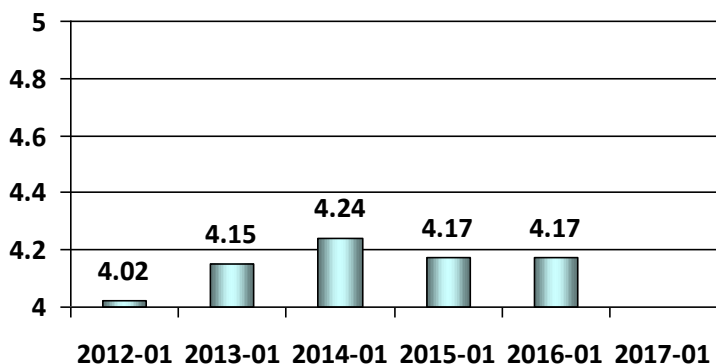
I feel that the overall service received fully satisfied my needs.



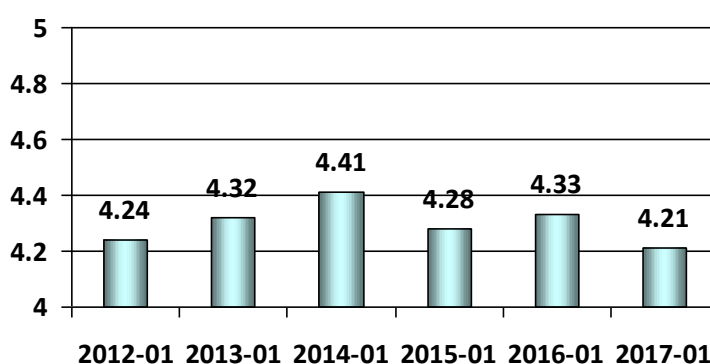
The NMC website provided accurate information and was easy to navigate.



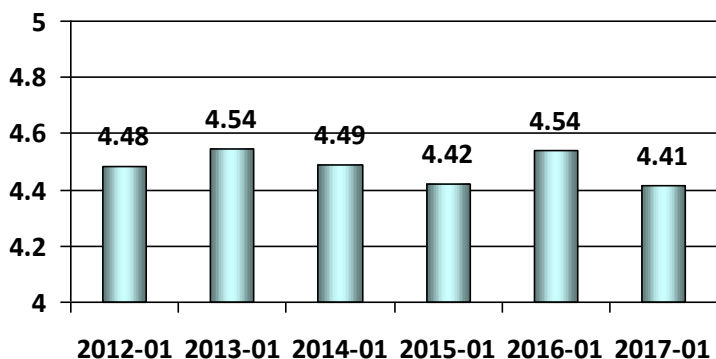
The information and forms received provided sufficient guidance and were easy to use.



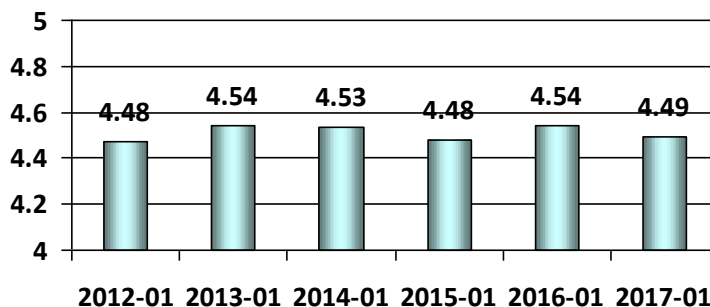
Based on information available to me, I was able to submit a complete application package.



The NMC customer service center staff were professional and able to address my questions promptly.



The correspondence, e-mails, and telephone calls that I received were accurate regarding my application and professional in nature.



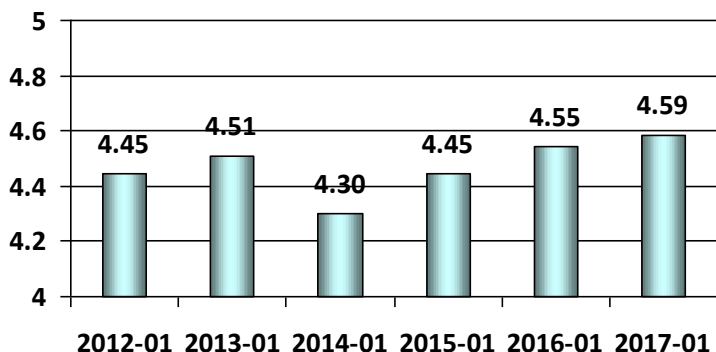


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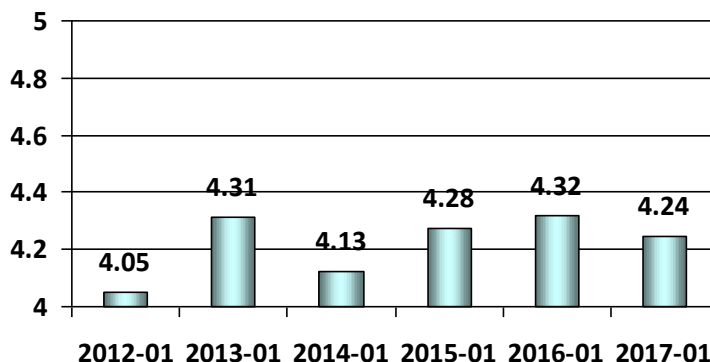


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

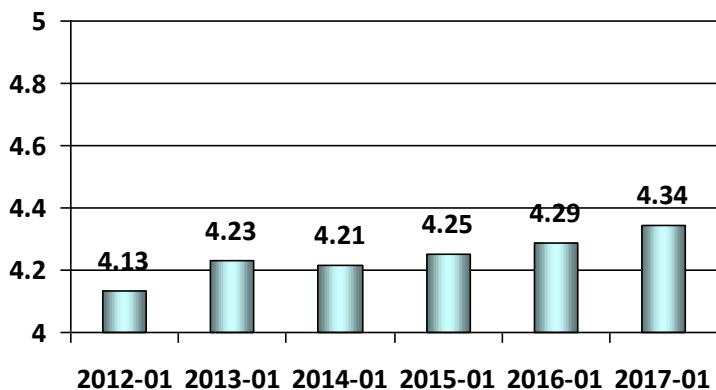
The Regional Examination Center (REC) staff were professional and able to assist with my application processing questions.



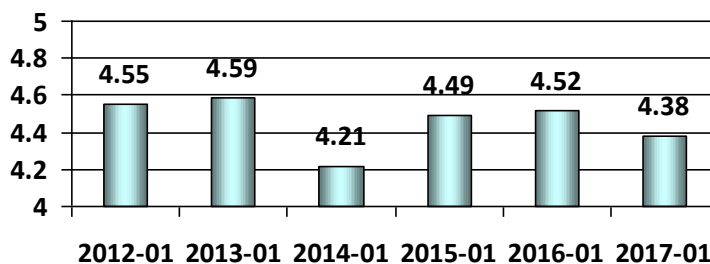
The REC examination facilities were suitable for testing and the appropriate materials were available.



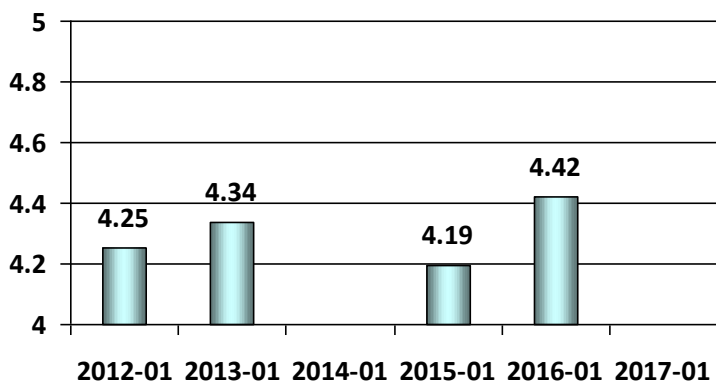
The examinations were appropriate to the credential for which I applied.



I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



The credential I received was accurate and in good physical condition.

